



Programmes Support Advisor Job Description

Are you passionate about local communities and the work of charities and community groups? Do you have an interest in developing your understanding of the needs and demands within our county? Would you like to be part of a team that is making a tangible difference to lives across Norfolk? If so, you might just have found your dream job.

£24,960 (with pay rise after completion of a successful probation period)

Full-time (will consider part-time or job share)

Reporting to: Senior Programmes Advisor

Based at: Norfolk Community Foundation offices, Norwich

The Programmes Support Advisor works as part of a section of Norfolk Community Foundation's (NCF) team which ensures the effective and efficient delivery of Community Foundation grant-making from established funding programmes.

The Programmes Support Advisor provides primary contact, advice and support to applicant organisations, to help them connect to funding and support opportunities through the Foundation.

The Programmes Support Advisor undertakes promotion of opportunities, application assessment, grant monitoring and reporting, and provides information to the fund holder to evidence the impact of their grant-making.

The Programmes Support Advisor also helps with the design and implementation of funding programmes, as well as contributing

to work to capture and share the impact of the Foundation's work overall, and supports research, data analysis and the development of new initiatives alongside the wider Foundation team.

Main tasks and responsibilities

Funding and support for VCSE

- To support senior Programmes and Giving staff in managing the Foundation's programme funds and partner relationships, principally through grant-making.
- Building relationships with organisations in the local Voluntary, Community and Social Enterprise (VCSE) sector, and connecting them to funding and support programmes which best meet their needs and longer term aspirations
- Carrying out due diligence checks on applications received, evaluating suitability for available programmes and presenting recommendations to fund holders
- Ensuring robust financial control procedures are followed in the payment of grants awarded
- Ensuring effective reporting on the progress and outcomes of funded projects, managing any issues that may arise, and presenting grant-making impact to fund holders
- Raising awareness and profile of NCF opportunities, and developing communication networks with partner agencies and other VCSE sector organisations
- Provide outreach support to grant applicants, including organising and participating in one-to-one meetings, site visits, seminars and workshops
- Maintaining an accurate and up-to-date grants management database, and ensuring effective data management in line with current legislation

- Optimising online tools and other resources available to develop, improve and streamline operations; identify and apply relevant learning from the UK Community Foundations network and other sources
- Working with other members of the Foundation team to ensure a quality, consistent approach to programmes delivery, and to provide cover and support as necessary

Driving everyday giving

- Providing account management for a portfolio of NCF fund holders, ensuring smooth delivery of their grant-making; providing personalised support to ensure they are engaged with their giving and are meeting their philanthropic aspirations
- To contribute to work to capture and present the impact of NCF community investment to inspire giving

Inspire and innovate change

- To present NCF's extensive knowledge of local need, and charity good practice, to fund holders and the wider VCSE sector
- Keeping abreast of national social policy changes and issues affecting the local VCSE sector; presenting knowledge and insight to provide context for grant making recommendations
- Working across the staff team to contribute to wider work to secure new funding and opportunity

Creating an effective organisation

- Demonstrate the Foundation's values, and contribute to the development and delivery of NCF's vision, mission and strategy as part of the Foundation team
- Support colleagues, including working as part of cross-disciplinary staff groups to tackle new challenges facing NCF as it continues to grow
- Scanning and electronic filing of documents as required to provide complete and effective record keeping in line with audit requirements
- Commitment to ensuring the NCF brand is utilised appropriately
- Ensuring a quality service, with a commitment to continuous learning and development

What can the Foundation offer you?

We have a range of benefits that we offer our staff, including:

- 25 days holiday (pro rata) plus bank holidays
- Option for hybrid working 2 days a week (Mondays and Fridays)
- A health and wellbeing plan, providing money back on optical, dental, physiotherapy and more, access to advice and support, and discounts and rewards from hundreds of leading retailers, restaurants and destinations
- Up to 3 'Development Days' a year to pursue passions, volunteering or learn new skills.
- Pension scheme
- Death in service cover
- Training and development opportunities
- Visits to see the impact of the difference the Foundation is helping to make happen

Person Specification

Knowledge and experience *(Essential/Desirable)*

- Experience of organising and managing meetings **D**
- Knowledge of charity governance and experience of carrying out due diligence checks and presenting findings **D**
- Experience of working in a charitable organisation, or VCSE support role **D**
- Knowledge of the VCSE sector in Norfolk **D**

Skills

- Excellent interpersonal skills and able to establish good interpersonal relationships, rapport and credibility with a wide range of people **E**
- An ability to understand and follow policy and procedure **E**
- Excellent IT literacy, including use of databases, Word and Excel **E**
- Ability to structure and manage own workload, and respond to tight deadlines **E**
- Ability to assess and interpret data and communicate clearly through excellent written and verbal skills **E**
- Ability to produce engaging reports and presentations utilising desktop publishing and other IT tools **D**
- Experience of using Salesforce **D**

Qualifications

- Educated to 'A' level or equivalent **E**

Personal qualities

- Energetic, positive and enthusiastic, good team worker **E**
- Work as an effective ambassador for NCF with charitable groups, donors, trustees, fund holder panels, local authorities and other organisations **E**
- Ability to relate equally to grassroots community organisations as well as larger charities, corporate organisations, donors and influential people **E**

Other

- Access to own transport and/or ability to regularly travel independently within Norfolk as required **E**
- Ability to attend occasional national events for training and development as part of the UK Community Foundation network **E**
- Flexibility to undertake occasional out-of-hours work as required **E**
- The successful candidate may be required to undergo a DBS check **E**

How to apply

Please send your CV and covering letter to Karen Hutchinson at karenhutchinson@norfolkfoundation.com

Closing date: 11th June 2026.



Find out more or get in touch

 www.norfolkfoundation.com

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Together, Norfolk shines brighter
Registered Charity Number 1110817

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